# *Server Consolidation Plan*
# *Frequently Asked Questions*

**<u>General:</u>**

1. What is the scope of the Server Consolidation Plan?
   *The scope of the plan includes information-gathering and the development of a recommended approach to server consolidation. Implementation steps are not included.*

2. What is the objective of the assessment?
   *The objective of the assessment is to create an inventory of servers and the associated applications in use around the State and develop a set of recommendations that identify possible opportunities for future rationalization or consolidation of server resources. These recommendations will be based on feasibility, practicality, cost, and benefits of consolidation.*

3. What is the authority for this effort?
   *The State Chief Information Officer (CIO) has included this specific task in the State Information Technology (IT) Strategic Plan. In addition, the Technology Services Board (TSB) authorized the study in March 2006.*

4. Why is the State collecting this data?
   *The State, at all levels, is interested in cost savings, efficiencies, and improvements in performance and management of IT assets to the extent they are appropriate and can be achieved.*

5. What agencies are required to participate?
   *All Executive Branch departments and agencies are requested to participate. However, other organizations, such as Constitutional Offices, Boards, and Commissions are invited to participate as well.*

6. Is there an implementation component in the plan?
   *Not at this time. The team is focused on identifying the opportunities and strategic direction of server consolidation.*

7. Is there a plan to move servers?
   *There is no such plan. One of the goals of the project is to identify categories of servers that could benefit from consolidation/rationalization. Specific plans for moving or consolidating servers are not part of the scope.*

8. If I have more questions, who do I contact?
   *Steve Rushing, Chief Technology Officer for DTS' Consolidation Office, is the primary contact for this effort. Steve can be reached at steve.rushing@dts.ca.gov or (916) 739-7973.*

**Data Collection:**

1. When will data collection take place?
   *Data collection is expected to begin in February and end in April.*

2. Who will be involved in the data collection and analysis?
   *The consultant team includes staff from Intel, Western Blue, and Entisys. All will be involved in data collection activities. Intel is responsible for the analysis and recommendations.*

3. What will we, the department or agency, be required to do?
   *At a high level, it is very straightforward: 1) provide a current inventory of servers, or work with the team to create one via an automated tool; 2) answer a set of survey questions regarding your operations, and 3) answer questions from the project team as required by the analysis process.*

4. How will data be collected?
   *Data can be collected in three ways: (1) Departments can provide existing inventories, provided they include the data attributes needed by the Intel team, (2) Departments can elect to run the automated tool themselves, with some support from the Intel team, or (3) Departments can elect to have the Intel team on-site to run the tool. In all cases, inventories will be sent via secure email to DTS and stored on a server within the secure DTS data center environment.*

5. What tools will be used?
   *The primary automated tool will be Ecora Auditor Professional. Data will be extracted from Ecora, processed, and stored in a SQL Server database to support ongoing analysis.*

6. How extensive will the data collection be?
   *All development, test, and production servers are intended to be part of the data collection effort. The Ecora tool is able to collect an extensive amount of information about each server. However, this study only requires a relatively small amount of information.*

7. How will the server data be secured?
   *The data will be housed within the DTS environment. Results from the Ecora tool will be sent via secure electronic email to DTS, where the consultant team will complete their analysis.*

8. What are the requirements for the data collection server and Ecora?
   *The physical requirements are pretty minimal in terms of processing, memory, and disk storage. A detailed specification sheet will be available to provide more information on this topic.*

9. How long do the scans take?
*The scans can take from a few minutes to a few hours--depending on the number of systems on the network and the processing load on those systems. For example, a fast server on a typical network can scan thousands of nodes in a few hours.*

10. What will the performance impact to each server be?
*Minimal. The team has measured and demonstrated this impact during test runs at DTS. The impact is almost imperceptible in terms of processor, memory and network utilization. More importantly, the process is completely "agent less" which means no software installation is required and nothing will be left behind on a server once the scan is complete.*

11. How will login and credentials be addressed?
*The team has developed very detailed set of procedures on this topic. The best method is to have a single 'universal' set of credentials with a common login ID and password that can be used to gain access to all machines. NOTE: These credentials should NEVER be shared with anyone and they are not needed by the project team. They are used only for the duration of the scan, by software that is then destroyed, and the information is input by you. The project team only needs access to the results of the scan - not to the credentials themselves.*

12. Will access to our network or customer data be required?
*Network access is not required, but may be necessary depending on the quantity of servers to be reviewed. However, domain authority is required in order to collect server and system information. No customer data will be collected through this process.*

13. How will confidentiality of agency server and network information be addressed?
*The consultant's contract includes a signed confidentiality statement. In addition, DTS is requiring each consultant who will have access to the data, whether they are collecting it from departments or analyzing results, to sign a confidentiality form. These forms will be kept on file with DTS. Copies are available to departments upon request.*

14. Can I send you my own inventory instead of having to run the automated tool?
*Yes. Provided the key attributes that the team is collecting are included. These attributes will be provided in the near future.*

14. Will information collected during the project be shared with departments?
*If a department elects to have the team conduct the inventory, the results will be available to the department. In fact, departments are encouraged to use this as a baseline inventory if they do not already have one. Non-sensitive, aggregate information will be used to support the recommendations and will be shared with the departments.*

15. What will happen to the data after it is collected?
*It will be analyzed by the team and used to support recommendations in the plan. Once the plan is approved by the State CIO and the TSB, the data will remain in the possession of DTS. However, due to the number of ongoing technology changes within departments, that information will become less and less relevant as time passes.*

**Recommendations and Final Report:**

1. Will participating departments see the draft report/recommendations before its release?
*The draft report will be shared with the IT Council and the appropriate work groups before it is presented to the State CIO and the TSB.*

2. When should departments expect to see the final plan and recommendations?
*The final plan is due to the State CIO and the TSB in June 2007.*